

Automation Specialist

Position Description

Grade	6.1	Position number	
Employment type	Ongoing	Status	Full time
Division	Service Delivery	Direct / indirect reports	0 / 0
Reports to	Team Lead Capacity and Automation		
Date approved			

About CenITex

Our Vision	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
Our Purpose	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
Our Values	Our values are the foundation of our culture and guide how we work together: RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE

Division Summary

Service Delivery is responsible for the design, build, run and monitoring of services to customers of CenITex. This includes the detail design and development work; the delivery of project work; the provision of a stable production environment; the monitoring of the production environment for customer impacts; a delivery incubator for new services; and ensuring strong delivery assurance across all services being delivered to CenITex customers.

Position Purpose

The position will identify and assess opportunities to improve CenITex services through automation, to increase productivity and efficiencies. The position will collaborate with the different parts of the business to develop strong business proposals for approval.

Key Accountabilities

- Identify and evaluate opportunities for cost-effective and supportable automation solutions, ensuring alignment with existing business systems and technical roadmaps.
- Promote and influence organisational uptake of automation solutions and provide subject matter advice and guidance in area of expertise.
- Develop business cases and proposals for the implementation of automation improvements, clearly defining the value proposition for investment and benefits that can be delivered.
- Collaborate with stakeholders to continually evaluate effectiveness of implemented solutions and promote continuous improvement in automation improvements.
- Develop trend reports regarding automation improvements, highlighting benefits realisation.
- Participate in long-term strategic planning for service requirements.
- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

- 1. Specialist Expertise and Experience**
Technical knowledge, capability and experience in successful automation of services and processes.
- 2. Stakeholder Management and Influence**
Strong communication and interpersonal skills with the ability to credibly communicate, negotiate and influence outcomes at all levels of an organisation.
- 3. Service Excellence**
Demonstrated experience in leading and implementing initiatives that deliver improved customer-focussed and efficient services.

4. **Research, Analytical and Problem Solving Skills**

Strong research, analytical and problem solving skills, with proven ability to consider issues from different perspectives and draw commercially sound recommendations.

5. **Business Management**

Ability to contribute to and drive operational objectives through effective planning of business functions i.e. ITIL framework, people, finance and performance.

Education and Qualifications

- Tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.
- ITIL Certification

Skills & Competencies

- **Change Management** - Maintains and controls their work group so that it continues to perform over time in changing circumstances
- **Coaching** - Guides and helps others to develop the behaviours critical to the organisation's current and future success
- **Customer Focus** - Provides an end to end customer experience and meets the customer's expectations and needs
- **Innovative Decision-Making** - Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative** - Remains proactive and takes prompt action to accomplish goals
- **Operational Awareness** - Is attentive to the opportunities and threats to the organisation
- **Performance Management** - Ensures the appropriate performance of all direct reports over time
- **Planning and Organising** - Plans own and team's schedules and resources so that their work is completed by the required time.
- **Relationship Building** - Works with suppliers and staff outside their team to create relationships which achieve mutual goals and objectives
- **Results Orientation** - Continuously works towards the goal with high levels of effort to achieve it
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term
- **Team Work** - Relates with others in their team to achieve the work group's goals over time

Other Relevant Information

- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.